Electronic Communication Policy

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You can choose to receive all eligible communications from Oscar digitally. With paperless communication you can ensure timely delivery of important information regarding your plan. You will be notified by email when a new document is available to view in your account. If you don't have a web account yet, you'll need to create an account at hioscar.com/register before you can view your documents. To access your documents electronically, you can log in to your account on the Oscar website using a device with a web browser and internet connection, or on the Oscar mobile app using a compatible mobile device with internet connection. For a list of all documents that are paperless eligible, or any additional questions, please visit hioscar.com/paperless.

Rather keep getting letters? Withdraw your participation in paperless communication at any time: If you do not wish to receive paperless communication, you can opt-out at any time after the start of your coverage.

To withdraw your participation in Oscar paperless services: Log in to your account on the Oscar website or mobile app, navigate to settings and toggle off the paperless preference toggle to withdraw your participation at any time. Contact your Oscar Care Team by phone at

(855) 672-2755 (8 A.M. - 8 P.M) or send a secure message through your Oscar account to request that your participation in paperless service be withdrawn.

Request a paper copy of a document that has been sent to you electronically at no additional cost: To request a paper copy of a document, please send a message within your Oscar account or contact your Oscar Care Team.

*If you are an enrolled member in Texas, Florida, or Georgia, with an email on file with Oscar, you will be auto-enrolled in paperless communications. You can withdraw your participation in this service at any time by following the steps outlined above.